

**Unit Title:** Mediation  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJD503  
**Ofqual Unit Code:** T/504/8811

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand mediation and its role in conflict resolution.	1.1	Describe the mediation process.
		1.2	Describe the purpose of mediation in conflict resolution.
		1.3	Give examples of conflict situations.
		1.4	Identify which of the situations identified are appropriate for mediation.
2.	Understand the role of a mediator.	2.1	Describe the role of a mediator.
		2.2	Describe the skills and qualities required by a mediator.
		2.3	Assess own suitability to undertake the role of a mediator.
3.	Understand the underlying principles of mediation.	3.1	Describe the underlying principles of mediation.
		3.2	Outline their importance in a mediation context.

**Assessment Guidance:**

NA

**Additional Information:**

NA